

Workplace Violence Prevention

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Overview

Mackenzie Health launched a Workplace Violence Prevention initiative aimed at automating and enhancing their workplace violence risk assessment tool. The project's primary goal was to improve accessibility and utilisation of the risk assessment process across various areas of the organisation. By focusing on the indicator of workplace violence incidents resulting in harm rate, the initiative sought to streamline data collection and submission, making it easier for leaders to assess and manage risks effectively.

Key Elements of Initiative

Change Ideas Tested or Implemented

- Assess the physical environment and workflows for risk to ensure the workplace is safe for those who provide services for the organization.
- Automate and enhance the risk assessment tool for easy access, submission, and improved data collection.

Teams Involved

- Occupational Health and Wellness
- Business System
- Professional Practice
- Risk
- Selected Unit Managers

Target Population

- All leaders within the organisation.

Objective of Change Ideas

- Create an automated process to support leaders in collecting risk management data in their respective areas.

Measurement Progress

- Process measure: New risk assessments are completed in the electronic system.
- Target: 100% of new risk assessments are completed electronically.

Implementation Experience: Successes & Challenges

Results/Early Wins

- Achieved 100% completion rate for risk assessments via the digital platform.
- All assessments are now conducted through the electronic system.

Enablers of Success

- Leadership training.
- Collaboration with key stakeholders who provided feedback during planning.
- Strong engagement from leaders.
- Adoption of a digital tool through an electronic platform.

Challenges Faced

- System limitations: Constraints with the existing electronic platform affected functionality and data collection for the new automated tool.

- Alignment with organisational language and frameworks: Ensuring the tool's language matched both the Occupational Health and Safety Act and the organisation's patient safety framework (High Reliability Organisation principles and Zero Harm culture).

Advice for Other Teams

- Explore opportunities that align with strategic priorities, such as automation and digital platforms.
- Early alignment with key stakeholders and existing frameworks supports adoption and sustainability.

Future Steps & Sustainability

- Training for leaders has been integrated into the onboarding process to support sustainability.
- Regular monitoring of compliance and tool utilisation is planned to ensure continued engagement and effectiveness.
- The initiative has been embedded into organisational policy and incorporated into ongoing leadership training to ensure sustainability.

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